

Manor Royal News



THE OFFICIAL MAGAZINE OF THE MANOR ROYAL BUSINESS DISTRICT



INSIDE -

New Micro Parks planned, Manor Royal BID Showcase & AGM, The Real Pizza Company, Tesla and ITDS arrive on Manor Royal

INSIDE -
MANOR ROYAL
BID ANNUAL
REPORT

Inside Track with Steve Sawyer



Welcome to this issue of Manor Royal News, which is a bit different.

It still has the usual features covering new faces, new businesses, new developments but this time incorporates our Annual Report that would normally be handed out at our Manor Royal Matters event.

This is of course one of many changes we have had to make in response to COVID-19. From providing advice and guidance, to digitising events and training, to introducing new services like the Manor Royal MicroLearn eLearning platform. This alongside maintaining many of our core services to ensure the place is secure, tidy and the businesses well-informed.

Sadly, we know the current crisis has had a devastating impact on some and many have not received the kind of support they need. We will continue to do what we can to help. But it is equally important we recognise that in spite of the challenges some businesses have achieved amazing results, been incredibly innovative and chosen to expand or move into Manor

Royal. There have even been some developers who have made major investments in sites that will come to fruition in the next year or so.

We will cover some of this at our Annual Review and Showcase in November and in future publications. I would urge you to stay in touch, sign up to receive the monthly eBulletin and to keep talking to us.

We remain focussed on the long term success of Manor Royal Business District; attracting investment, lobbying for support, delivering services and projects and supporting businesses in any way we can. I think this issue of Manor Royal News and our Annual Report demonstrates that.

The next few months, that includes our departure from the EU, will be crucial and challenging but I hope not without reason to be hopeful of a bright future.

Steve Sawyer, Executive Director
For information, resources and help visit

📄 www.manorroyal.org/covid19

CARING IN A CRISIS

The Manor Royal BID remains committed to delivering improvements to the area and to the many businesses and people who help to make and depend on a thriving business district. Here is a summary of what the BID has been up to throughout the COVID crisis.

We have published the **Manor Royal Recovery Plan**, which is routinely updated and monitored by the BID Board. It describes those actions the BID will take right up to the point when businesses will need to vote on renewing the BID in 2023.

A **progress tracker** makes it is easy to follow what has happened and what is planned. We also monitor risk to the

area and to the BID itself.

We have resumed recruitment for our vacant **Business Ranger** post, introduced a **security radio system** for vulnerable retailers and continue to provide the Manor Royal **MicroLearn eLearning platform** to support staff development, which is free to all Manor Royal businesses.

Phase 10 of our **training programme** was successfully delivered online and in January Phase 11 will return with a mix of online and face-to-face training for those courses not suited to online delivery.

An online **mini-seminar programme** on key topics including BREXIT, mental health and employment law

was well received and we will do more of that in the hope that on the 12 May 2021 we can come together again at the Hawth for Know Your Neighbour.

See www.manorroyal.org/events

With the help of Crawley Borough Council we are delighted to have secured funding to help to start to improve outdoor space, seating and facilities in Manor Royal

This is just a summary. To access advice, help and follow the progress of the Manor Royal BID in delivering the Recovery Plan, sign up to our monthly eBulletins and visit

📄 www.manorroyal.org/covid19

➤ MANOR ROYAL BID UPDATE

The Manor Royal BID has created a host of initiatives, projects and benefits for businesses and employees in the Business District. From money saving offers for those who work on Manor Royal through our friends and partners to services at reduced rates exclusive for Manor Royal businesses.

The Manor Royal BID has also put in place several key services through partners organisations exclusively for the benefit of Manor Royal businesses and people. Here we take the opportunity to highlight four of them.



Making Travel easier

Through the Manor Royal BID companies benefit from FREE membership of easit allowing companies to extend discounts on trains and buses, bike purchases and many other incentives to their staff to help them travel more sustainably and cheaply.

The latest offer allows members to receive a whopping 25% discount on zero-emission smart electric mopeds.

□ www.manorroyal.org/benefits



Help with recruitment

Our surveys show that getting and keeping the right people can be difficult.

Our partnership with multi-award winning LoveLocalJobs.com provides FREE and Unlimited job postings for all Manor Royal companies.

Over the past 12 months, including months of lockdown, companies have posted 234 jobs saving them a total of over £48,000

□ www.manorroyal.org/jobs



Online staff development

Whether in the office, at home or on the beach the Manor Royal Microlearn eLearning platform allows you unlimited access to a range of training modules to support your staff development from wherever you are.

It is FREE and companies can access a range of modules including finance, health & safety and workplace wellbeing.

Make downtime your new up-skill time!

□ www.manorroyal.org/microlearn



Online mental health Support

Manor Royal companies can now use CARI to support the positive mental health and wellbeing of their colleagues and staff.

FREE to access, this service allows individuals to participate in a 20 minute consultation using a powerful but engaging artificial intelligence diagnostic tool.

The results are impressive and allow staff to assess what they need to do to maintain or improve their mental health and wellbeing to feel better about life and work.

□ www.manorroyal.org/benefits

To see what other benefits your business and staff can take advantage of via the Manor Royal BID, visit

□ www.manorroyal.org/benefits



Photo from site visit at Metcalf Way in County Oak (Zone 1)

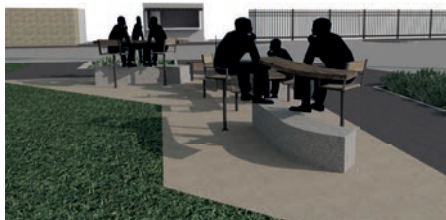
Next Spring employees of Manor Royal will benefit from the introduction of four new park areas thanks to a grant of £565,000.

The project, is one of many identified in the Manor Royal Projects Pack, to create a network of "micro-park" areas across the Business District to provide new facilities, seating, outdoor meeting places and wayfaring.

The first phase of the project was completed last November and involved gathering the stories, memories and photos from across the years of those companies and people who have worked here and helped to make the place what it is.

These collective memories will be used to produce a series of artist briefs to inspire the final design of the park areas. The end result will be something meaningful and creative that celebrates the unique story of one of the Country's biggest business parks.

The lack of facilities in Manor Royal has long been one of the areas



identified as needing improvement. A major survey carried out by the BID placed the quality of on-site facilities comfortably in the top 10 issues for action with 52% of all respondents mentioning it.



Recent research has also shown how important it is to be able to go for a walk or have access to "green" space for supporting our mental health and wellbeing.

Plans are well underway to see the first four of a possible eight park areas delivered in Manor Royal. Specially commissioned artists have been selected and will work with Allen Scott Landscape Architects to bring the parks to life over the next six months.

The majority of the funding will come from a grant secured as part of Crawley Borough Council's successful Towns Fund application based on the work of the Manor Royal BID who will manage and deliver the project.

Cllr Peter Smith, Crawley Borough Council Cabinet member for Planning

and Economic Development and Manor Royal BID Board member said;

"This project builds on the successful pocket parks already installed in Manor Royal and helps to further improve the perception and attractiveness of the business district and the satisfaction, health and wellbeing of employees. It will also boost Manor Royal's ability to attract new business investment and jobs to benefit Crawley's residents and its economy."

Clare Silva, Operations Manager said;

"We have been talking to businesses and employees on Manor Royal to help inspire the new micro parks and we are delighted with the ideas coming to fruition. It's an incredibly exciting time, with areas of Manor Royal being transformed for the benefit of all working on the Business District"

Follow the progress of the project at

📄 www.manorroyal.org/mystory



Meet the artists and architects

Following publication of the Manor Royal Arts & Heritage Trail history and narrative document, Clare Silva (Manor Royal BID, Operations Manager) oversaw the commissioning of artists to work on the various park areas.

Responses were received from all over the UK and as far away as Paris. In total over 30 different artists declared interest in the project, from which four were selected. Here we introduce the artists and designers of the first four park areas.



Dallas-Pierce-Quintero

Founded in 2009, Dallas-Pierce-Quintero are multi-disciplinary creative studio based in London who have extensive experience of undertaking a wide spectrum of place-based work across the UK. Graduates of the Royal College of Art, Chelsea School of Art and the Bartlett (UCL), with backgrounds ranging from architecture to fine art they will be working on three sites at Gatwick Road, Rutherford Way and Priestley Way.

www.d-p-q.uk

Stephen Broadbent

Stephen brings together a wider team of artists, designers and makers, who together respond imaginatively to place and people. His background is as a sculptor and maker being trained by Sculptor Arthur Dooley. He is a member of the Royal Society of British Sculptors and has recently been awarded a Doctor of Fine Arts by Chester University. Stephen will be working on the Metcalf Way site.

www.broadbent.studio



Marc Tames, Allen Scott Landscape Architecture

Marc Tames is a Chartered Landscape Architect, a designer and a community planner with 20 years' experience helping shape better places for people and for nature across the UK, Australia and New Zealand. Marc has been working closely with the BID on numerous projects, is author of the Manor Royal BID Projects Pack and will help shape the design and delivery of all the park areas.

www.allenscott.co.uk

Blast from the past: County Oak

The idea for the project is that each park area will eventually connect together to form a network based on the stories, memories and history of Manor Royal. The County Oak area is named after the site of one of Sussex's most significant boundary markers, the 'County Oak'. Where now there is a bus stop, just north of Betts Way, a famous tree once stood that marked the boundary between Sussex and Surrey.

Over the years it has variously been a collection of farms, stables, fields, houses, sewage works, amenity tips and open fields before giving way to its current function as Crawley's main out of town retail park and various business operations.

If you have any memories, stories, photos or history of Manor Royal we'd love to hear about it.

In the meantime, if you wanted to read more about the history of County Oak or Manor Royal visit www.manorroyal.org/mystory or sign up to receive the eBulletin



IT Genie Expanding To Support Manor Royal Businesses

Denoted as 'Key Workers' according to government strategy, IT Genie were at liberty to require their staff to work from the office as usual, but as technical experts they led the way establishing remote working for all staff, while assisting their clients to do the same.

"While we have seen a rise in requests for cloud migration amongst our clients", said Gino Choucair, Managing Director of IT Genie, "If anything the majority of cloud migration projects were in the planned IT strategy - just given a new priority"

Where appropriate, IT Genie recommend cloud-based solutions from amongst their complete portfolio, and their customers are reaping the benefits; Improved business agility, flexibility of remote working, scalability, and of course reduction in on-premise infrastructure maintenance - especially when there are limited staff in the office to maintain devices.

"One of IT Genie's core beliefs

is providing Success Through Technology" advises Gino, "and to this end we invest significantly in Automated Systems across multiple areas including our ISO accredited UK Service desk, and business operations. This inclusion of the latest remote monitoring and automated systems translates to network intelligence and business efficiency."

"However, despite the best systems in place, the real strength of IT Genie comes from its employees. To provide our growing client base with a level of service-excellence that I expect, we have expanded our team", enthused Gino, "Since isolation, we have recruited five new staff members across a number of key departments including one returner. All the new team-members come from within the Gatwick Diamond.

The New Hires

Pictured are: Aaron Cobb, Faye Hankin, Stuart Black, Danielle Sturgess, Gino Choucair, Megan Stow, Neil Martin



"We are delighted to welcome them all on-board as team IT Genie", states Gino, "and look forward to further expanding the team to support our increasing client responsibilities".

IT Genie are a Leading Business Managed Services Provider (MSP), headquartered in the Manor Royal.

Providing a one-stop-shop of Technology Solutions to SMEs, IT Genie provide strategic IT Support delivering excellence today and for years to come - with excellent response times, Excellent customer satisfaction scores, and excellent customer retention.

www.itgenie.com

JACK AT WELLAND MEDICAL GOES THE EXTRA MILE



On 10 and 11 October, Jack Hopper, one of the lead design engineers at Welland Medical challenged himself to raise funds for Bowel & Cancer Research and Crohn's & Colitis UK.

Jack was aiming to do in one weekend what others aim to do over a year - earn a Spartan Trifecta. Unfortunately, Covid has put paid to this plan, forcing him to come up with a challenge of his own.

To earn a Trifecta, Jack would have had

to complete three Spartan obstacle course races: a 5km Sprint with 20 obstacles, a 10km Super with 25 obstacles, and a 21km Beast with 30 obstacles. That's a total of 36km and 65 obstacles, which could include monkey bars, climbing walls or ropes, spear throwing, lugging heavy stones or flipping tractor tyres.

Jack had been training for the Trifecta on his local hills, known as the South Downs. So he decided to complete his own version of the challenge there, by running three cross-country "races" (21km, 10km and 5km) over two days.

Anyone who knows the Downs, know that they'll provide a tough physical test all of their own and the great news is, Jack completed his challenge! Jack was doing the Trifecta to raise

funds for two charities he's worked closely with - Bowel & Cancer Research and Crohn's & Colitis UK, and he didn't want to cancel, given that now more than ever charities are struggling to raise funds.

"As a product designer working in ostomy care these are two charities I have worked with on a number of occasions, seeing first-hand the great work they do in both supporting people and their ongoing research efforts. Even though my planned races have been cancelled, I still wanted to help raise money for these very worthy charities."

You can still sponsor Jack, and support these two great charities by going to:

<https://uk.virginmoneygiving.com/JackHopper2>

Manor Royal BID

Annual Report 2019/20



Our year in review

Be part of it!

Chairman's Message



I am pleased to present our Annual Report covering the period between April 2019 to March 2020.

Reading this report it is clear that the Manor Royal BID is still solidly delivering on its commitments that collectively contribute to create a place where companies and people choose to be both for the strength of its business community and the quality of its trading and working environment.

This has taken seven years of dedicated hard work, imagination and partnership. I thank everyone involved for their dedication and support – not just in the past year but over the past seven years.

The year ahead is beset with challenges of adapting to COVID and responding to our imminent departure from the EU. The impact of these factors will be dramatic and they will be felt unevenly. Our combined and on-going commitment to the BID will stand us in good stead.

In commending this report I urge you to hold tight, stay safe and stay together.

Trevor Williams
Chair, MRBD Limited

Our plan, Our commitment

Who we are

The Manor Royal BID Company (MRBD Limited) is a not-for-profit company set up and managed by volunteers from the Manor Royal business community to deliver the Manor Royal Business Improvement District (BID). Originally voted for by Manor Royal businesses in the BID ballot of April 2013 it was renewed by vote in the Renewal Ballot of March 2018.

Four objectives

With a single vision “to improve the trading and working environment of Manor Royal” our Business Plan describes four objectives:



1: Promote & influence



2: Trade & save



3: Infrastructure & facilities



4: Manage & maintain

Five years

We promise to deliver on these objectives over a period of five years between 2018 and 2023.

One voice

Our Business Plan is our commitment. Our commitment to improve Manor Royal and our commitment to each other to work together to achieve our vision. The Manor Royal BID acts in the best interests of Manor Royal, and is committed to providing a representative voice for Manor Royal, to lobby on behalf of the area, to make sure Manor Royal is recognised as a priority for investment and support and to remain responsive to Manor Royal business needs.

Our board

Drawn from Manor Royal businesses, members of the Board give their time on a voluntary basis. The Board provides strategic oversight to make sure the Manor Royal BID keeps to plan and is properly managed.

	Trevor Williams, Thales UK
	Paul Searle, P&H Motorcycles
	Michael Deacon-Jackson, FTD Johns
	Paul Roe, Kreston Reeves <i>Resigned from the Board November 2019</i>
	Cllr Peter Smith, Crawley Borough Council
	Markus Wood, Avensys
	Zoe Wright, B&CE The People's Pension <i>Resigned from the Board November 2019</i>
	Keith Pordum, Bon Appetit
	Anthony Maynard, CGG

The Articles of the BID Company allow for Board membership of up to nine individuals. Each year a third of the Board is required to stand-down but can stand for re-election.

Various other businesses are represented on the Management Group and various Working Groups. The Board actively encourages the involvement of BID levy paying businesses.

Our standards

The Manor Royal BID Company is operated in an open and transparent way to comply with the Regulations that govern BIDs and to satisfy standards of good practice. It is important that the businesses and staff of Manor Royal know what the BID is doing and know that things are being done the right way.

Doing things right means:

1. MRBD Limited is set up as a Not for Profit company limited by guarantee and registered with Companies House with a set of Memorandum and Articles appropriate for a BID.
2. There is an appropriate governance structure in place with elected directors drawn from and voted by fellow Manor Royal companies at an annual AGM.
3. An annual BID Levy leaflet is produced and distributed with the BID Levy Bill to inform BID Levy Payers how the money was spent last year and how it will be spent next year.
4. Annual accounts and an annual report are published and made available at the AGM and subsequently on the website. Copies are sent on request to those that want them.
5. Every effort is made to contact and invite all BID Levy paying businesses to become members of the BID Company (at no charge) and to attend AGMs.
6. The Manor Royal BID operates an "open door" policy and actively invites people to become involved in the work of the BID.
7. Board and Management Group meetings are minuted and the minutes are published on line.
8. Operating and Baseline Agreements have been set up with the public service providers so we know what we should be getting and do not inadvertently undertake or pay for jobs or tasks the local authorities ought to be doing.
9. Progress against a published and publicly available business plan is monitored and reported on.
10. BID accounts are fully audited by an independent accountancy firm and good practice principles are applied to procuring services on behalf of Manor Royal companies.
11. The Manor Royal BID strives to achieve the best value for BID Levy payers by using the BID levy to attract matched funding from other partners.
12. MRBD Limited adheres to the best practice guidance produced by British BIDs, the British Retail Consortium (BRC), the Inter Bank Rating Forum (IBRF) and the Federation of Small Businesses (FSB) to limit the central administration costs to not more than 20% of the BID Levy collected.

Our numbers

The Manor Royal BID Business Plan (2018-23) is expected to generate at least £2.87m over five years, with a target of 10% (£260,202) coming from other sources.

Our financial performance this year

How our expenditure in the year compares to our budget

	BUDGET		ACTUAL	
	£	% of income	£	% of income
Levy Income	509,500	91%	533,537	82%
Other income	51,000	9%	119,753	18%
Total Income	560,500		653,290	
Central costs	53,749	10%	59,951	9%
Levy Collection	15,300	3%	15,300	2%
Accrual	7,650	1%	-	0%
Obj1: Promote & Influence	55,637	10%	51,153	8%
Obj2: Trade & Save	121,682	22%	132,017	20%
Obj3: Infrastructure & Facilities	108,732	19%	97,428	15%
Obj4: Manage & Maintain	187,523	33%	148,056	23%
Contingency	10,200	2%	-	0%
Total	560,473	100%	503,905	77%
Surplus (Deficit)	27		149,385	
Balance at the start of the year	-		19,446	
Reserves	27		168,831	

Our financial performance to date

This table shows how we are performing cumulatively for this term of the BID, which officially started in June 2018. It shows the total income and expenditure since the Manor Royal BID was renewed.

	BUDGET		ACTUAL	
	£	% of income	£	% of income
Levy Income	1,009,010	91%	1,034,338	75%
Other income	101,000	9%	342,113	25%
Total Income	1,110,010		1,376,451	
Central costs	106,444	10%	116,771	8%
Levy Collection	30,300	3%	30,300	2%
Accrual	15,150	1%	-	0%
Obj1: Promote & Influence	110,183	10%	107,554	8%
Obj2: Trade & Save	240,978	22%	266,234	19%
Obj3: Infrastructure & Facilities	225,332	20%	368,695	27%
Obj4: Manage & Maintain	371,369	33%	325,443	24%
Contingency	20,200	2%	-	0%
Total	1,119,956	101%	1,214,997	88%
Surplus (Deficit)	(9,973)		161,454	
Balance at the start of the year	10,000		7,377	
Reserves	27		168,831	

Manor Royal BID continues to be more successful than anticipated in attracting additional income

This is explained by success in attracting contributions towards the cost of the digital signs and a grant award from the Arts Council of England for development of the MicroPark Trails and facilities upgrades.

Central costs remain low accounting for just 8% of all income. Industry best practice recommends that central costs should not exceed 20%. The Manor Royal BID has consistently kept central costs below this level allowing more money to be invested in new and additional services, projects and improvements.

Our income

It is our objective to match BID Levy contributions with other sources of funding in order to maximise the value of the contributions being made by Manor Royal businesses. The Manor Royal BID continues to be successful in this regard. To date, for every £1 of Levy Income the BID has generated an additional 25p from other sources.

Our spend on projects

The Manor Royal BID exists to deliver additional and improved services, projects and initiatives that collectively contribute to a better trading and working environment. Here's how.

Objective 1, Promote & influence

This is about promoting the area, promoting local companies and representing the interests of the Business District to public partners and others. Most of our spend in this area is on producing and distributing Manor Royal News and eBulletins, and managing the website, PR and Comms. We are about where we expect to be compared to budget.

Objective 2, Trade & save

This is about how we bring companies together and look at different ways to help them save money. Our key spend areas here are on events, providing the bespoke training programme (with Crawley College), the free and unlimited use of the Manor Royal jobs board (with LoveLocalJobs.com) and the subsidised transport initiative (easit). The modest over-spend here is because we invested slightly more on events, training and produced additional promotional materials.

Objective 3, Infrastructure & facilities

This is about investing in the physical environment and infrastructure so that Manor Royal looks better and works better. These improvements are linked to how satisfied and impressed people are with Manor Royal, which this year saw the launch of the digital signs. The slight under-spend was due to the slow running of the MicroPark Trails project where the major expenditure associated with delivery will be incurred in future years, for which we have to save and attract other funding.

Objective 4, Manage & maintain

This is about how we look after Manor Royal and has become an increasingly important area. Main spend areas are in providing the dedicated Maintenance Team to help with grounds maintenance and the Business Ranger service that is about stewardship and security. We also provide free access to Manor Royal Business Watch, additional winter gritting and we look after all the signs, parks and other facilities in Manor Royal. The slight under-spend was due to a Business Ranger vacancy.

Explaining the surplus

Final accounts in any given year can sometimes show a surplus. This is usually explained by timing issues in respect of delivering capital projects. The complexity and cost of certain projects may also require the BID to carry forward funds generated in one financial year for expenditure in a future financial year. The following table explains how the surplus in this financial year may be invested.

Manor Royal Heritage and Arts Trail (phase 2 - Delivery)*	£115,000
Repayment of loan to WSCC towards cost of Gateway 1 enhancements	£80,000
Restoration of the BID Reserve (in line with policy)	£50,000
Security Radios	£14,000
Ultrafast (gigabit) broadband	To be confirmed
Enhanced additional maintenance	To be confirmed
Restoring the BID Renewal Fund	To be confirmed

*The full cost of these area-wide facilities and public realm enhancements is circa £1.3m for which third party funding is required.

**COVID-19 may have an impact on the pace of delivery of some projects and initiatives.

Our performance

The Manor Royal BID is all about delivering place-specific improvements in line with our Business Plan that make Manor Royal a better place to work and run a business. On these pages we provide an insight into the impact the Manor Royal BID has had in the last year. Without the Manor Royal BID these things would not have happened.

About management & operations

The Manor Royal BID works to attract additional funds while keeping costs down to maximise what it can invest in new and additional projects and services.

25% To date £342,113 additional funds attracted in support of BID Projects. 25% of funding has come from elsewhere.

8% At 8% of income, central costs remain well below the industry standard (20%) – and always have been!

During the year the BID made two new recruits to improve delivery and make the BID more robust



Clare Silva, Operations Manager
Clare supports the Board and Management Team, helps manage the office and management systems, looks after our people activities and has project responsibilities e.g. Micro Parks project



Chris Oxlade, Communications Officer
Chris is responsible for BID PR, communications, publications, social media, web management, events and digital signage plus other related project work.

About savings & services

The Manor Royal BID works to provide additional services and savings, including maintenance, security, training, transport and more.

31 training sessions organised attended by 236 people delivering an overall saving of £28,255.

15 times the additional winter gritting service was activated covering 75 kilometres.

80 the number of Business Rangers hours provided per week to help with security and reassurance.

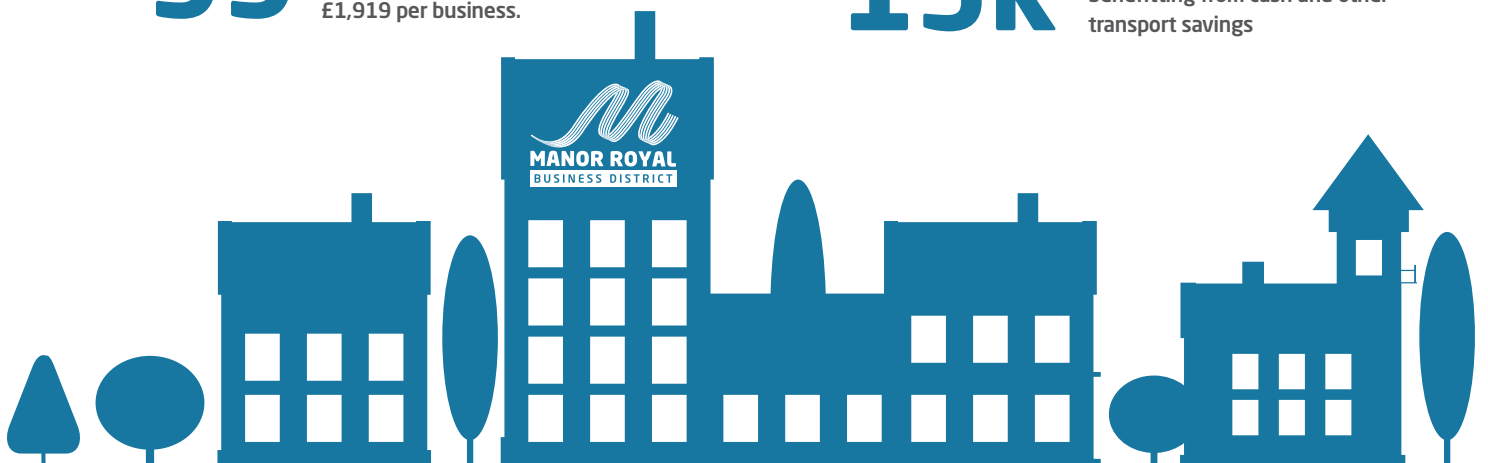
60⁺ Additional ground maintenance hours provided by the Maintenance Team to keep Manor Royal clean, tidy and well-presented.

262 conservation based volunteer/team building hours provided at Crawters Brook saving £3,100.

308 jobs posted on the Manor Royal Jobs Board generating 913 applications and delivering overall savings of over £74,850.

99 businesses registered with easit saving over £190,000 in membership fees, £1,919 per business.

OVER 15k Manor Royal easit card holders benefitting from cash and other transport savings



About projects & facilities

The Manor Royal BID works to deliver projects that improve the public realm, infrastructure and available facilities.



Digital Signs: Four digital signs installed at key locations around Manor Royal go live with first advertisers in May 2019



Facilities: First phase of the Trail Project to create a network of small seating areas to improve facilities and public realm is completed.

In addition, the Manor Royal BID continues to work with partners on the Crawley Growth Programme, with West Sussex County Council to progress the ReEnergise Manor Royal renewable energy project and Crawley Borough Council to leverage investment for Manor Royal via the Towns Fund.

About engagement

The Manor Royal BID works to build a sense of community and to inform levy payers, and all Manor Royal based business, about what it is doing and what is going on generally.



8 events attracting 1,230 delegates including Manor Royal Matters, Know Your Neighbour, Football Tournament and Careers EXPO plus the new People's Conference

Over 8,000 copies of the quarterly magazine Manor Royal News produced and distributed



13 ebuletin newsletters issued to between 1,500 and 1,700 people

Management of dedicated website and growing social media channels including Twitter, Instagram, LinkedIN and now Facebook to promote Manor Royal companies as well as the work of the BID

About maintenance

Manor Royal BID works to provide additional grounds maintenance services on top of what the Councils provide to keep the place looking good.

On average throughout the year the Maintenance Team will cover over 80 miles while grass cutting and collect 1.5 tonnes of cuttings, resolve over 2 tonnes of fly-tipping, clear 17 tonnes of litter as well as cut back hedges, clean signs, look after the park areas and other ad hoc tasks



About security & reassurance

Manor Royal BID works to keep Manor Royal safe by providing advice and reassurance and working alongside the police and local authorities to help protect the area.



Over 1,500 visits conducted to over 250 businesses.

390 public realm reports logged identifying littering, fly tipping, broken street furniture, parking issues etc.

40 incident reports issued via DISC (Business Watch) covering incidents of theft, abandoned vehicles etc.

84 security alerts issued via the DISC (Business Watch) system to provide early warning to Manor Royal companies.

370 Business Watch (DISC) members saving between £188 and £386 per annum per company providing secure means to receive and share security, crime and related information.

Awards and added value














In addition the BID has: Helped to leverage an additional £820,000 to extend the dedicated bus lane on Manor Royal road as part of the Crawley Growth Programme / Introduced the free to access eLearning platform "Manor Royal MicroLearn" / Introduced a new commercial waste and recycling partnership with BIFFA / Deep cleaned chevrons at Gateway 3 (Astral Towers) roundabout / Digital Signs project recognised by the BID Foundation in their "Best Practice" report / Supported the introduction of a new peak time bus service (Route 11) connecting Maidenbower, Pound Hill and Three Bridges to the centre of Manor Royal / Continued to represent Manor Royal on key national and local strategic bodies and groups.



Find out more about Manor Royal BID activities at www.manorroyal.org/projects

Our year ahead

We will carry on providing...

-  Additional security measures including Business Rangers, free Business Watch membership and security /ANPR camera system
-  Active travel promotion and cheaper staff travel via easitCRAWLEY transport initiative membership for all
-  Low cost staff training (with Crawley College) and free to access eLearning platform (MicroLearn)
-  Free and unlimited use of the Manor Royal Jobs Board
-  Additional and dedicated grounds maintenance and winter gritting
-  Free to access networking and events programme
-  Tailored communications including monthly eBulletins, quarterly Manor Royal News, managed website, multi-channel social media and provision of digital screen advertising
-  Online business directory and free business listings, promotions and offers
-  Dedicated point of contact for help, enquiries and representation
-  Discounted services and employee benefits, including the “Manor Royal Friends” benefits scheme
-  Upkeep of park areas, branded street signs, lamp post banners, map boards, welcome signs, subways and digital screens
-  Investment to improve infrastructure and facilities
-  Lobbying for additional funding, resources and support to Manor Royal

For more information:

01293 813 866

info@manorroyal.org

www.manorroyal.org

In addition we will...

- Begin work on the roll-out of the Wellbeing Micropark Trail, including securing the necessary funding
- Work with Crawley Borough Council and West Sussex County Council to deliver the Manor Royal elements of the Crawley Growth Programme transport infrastructure improvements
- Lobby for improved on-street parking management and enforcement arrangements
- Introduce a security radio system, particularly in support of County Oak retailers
- Introduce an improved bespoke business directory
- Re-design the Manor Royal website to include property search functionality
- Investigate solutions to improve broadband speed
- Support the delivery of the Manor Royal Re-energise project to test the feasibility of on-site energy generation from sustainable sources (with West Sussex County Council Your Energy Sussex and Crawley Borough Council)
- Be an active partner in the Crawley Towns Deal Board helping to secure investment for Manor Royal and deliver agreed Manor Royal projects

Adjusting to COVID-19...

The financial year of the Manor Royal BID ended with the introduction by the Government of measures to control the transmission of COVID-19. The Manor Royal BID Board responded quickly taking decisions to pause certain activities either because “lockdown measures” or wider safety concerns necessitated it or because it was necessary to protect the future running of the BID.

Events were postponed or taken online, face-to-face training was digitised, new services like the free to access online learning platform (Manor Royal MicroLearn) were immediately introduced as were new advice pages (www.manorroyal.org/covid19), the Manor Royal Message Board and direct support to businesses who needed help to access grants and advice.

Core services such as the Business Rangers, additional maintenance, other security services (e.g. business watch access and CCTV / ANPR) and the free to access Jobs Board continued to run throughout.

Certain adjustments will remain in place and clearly impact year three of the BID (2020/21) and beyond. The Manor Royal BID will continue to remain responsive in terms of how it operates and delivers services. There is a Manor Royal Recovery Plan in place with a supporting progress tracker (both publicly available) and a risk register that is monitored by the Board.

What is unchanged and what this report demonstrates is the ambition and commitment of the Manor Royal BID to continually improve Manor Royal for all those who trade and work here.

RH10 FITNESS - NOW OPEN IN MANOR ROYAL

Sam O'Connor has recently opened RH10 Fitness, the home of RH10 CrossFit in Manor Royal. Despite being in the throes of a pandemic RH10 Fitness has more than doubled in size since opening in August and there are few signs that things are slowing down. Sam grew up in Crawley before moving away for University, when he saw an opportunity in his home town he made it his mission to deliver CrossFit to the people of Crawley. 'Our health, and therefore our fitness has to be our priority, at this time more than ever' Sam said, 'real fitness is building our capacity to do work outside the gym with movement patterns we use every day'. RH10 Fitness is building a community of members who are willing to work hard

to better themselves, from starting in the world of work to retirement, there is a huge variety in the members that make up RH10 Fitness.

After graduation, Sam spent 4 years coaching in one of the UK's leading fitness facilities before relocating to Crawley for work. Since returning to Crawley, Sam has been driven to bring the town real fitness that transfers to life outside of the gym. He has built RH10 Fitness to be a space where everyone is welcomed, a space where people want to improve themselves and are willing to put the effort in to chase that improvement, but most crucially, Sam explained, it is a space where people can enjoy working out with friends.

The RH10 Fitness project started back in 2018, when Sam started searching for an appropriate space to launch his vision, having enquired into more than 200 buildings, he found a location in Manor Royal last year. The lockdown put a pause on proceedings, but once gyms were given the go ahead to re-open, Sam went public

with RH10 Fitness. 'I haven't really looked back since' he added 'on paper things seemed to make sense, but it's only when people actually start to show up that you can appreciate the effort you have put in. The growth has been exceptionally humbling, I am so delighted to be able to share something I am so passionate about with so many people as quickly as I have been able to'.

📄 www.rh10fitness.co.uk



15 YEAR ACHIEVEMENT AT DHL MANOR ROYAL

DHL Parcels prides itself on appreciating its hard working staff day in, day out, in their Manor Royal base.

One way is marking long service achievements and recently David Campbell was presented with his 15 year long service award.

David joined the DHL Line Haul Team in October 2005 as a lorry driver and has seen many changes over the years at the site in the middle of the Business District and has always enjoyed the challenge of a growing depot.

Site Manager, Nigel Powell said; "When Dave joined we had three HGV lorries and 23 Delivery and collection drivers. Now we have 9 HGV lorries and 79 delivery and collection drivers. He is a key member of the team. 15 years is a great achievement and the business has shown Dave the loyalty he has shown the business."

Dave is in his early 70s and says "I never want to stop being a driver for DHL, I love my work and the team at Crawley"

Dave has also had to deal with self-isolation for 12 weeks due to government guidelines this year but is happy to say he is fighting fit and continues to serve our community. It's something DHL Parcels Crawley is committed to doing as they feel it is vital for them to contribute and support the people of Crawley.

📄 <https://send.dhlparcel.co.uk/depot/crawley>

With over 600 businesses and 30,000 people there are a lot of mouths to feed.

Some of the bigger businesses have their own in-house facilities but most don't. Fortunately, there are a host of companies working on the business district that can help and contribute to the great diversity that is Manor Royal.

From award winning pie makers, tea house inspired delis, real pizzas, stylish hot food vending, to places to get your head down or even plan an intimate wedding or event - hospitality is never far away in Manor Royal.

CHARLIE'S DELI



Charles Deli & Coffee House opened on 13th March 2009 as a modern take on London's original Tea Houses, places where business people met to discuss a deal and have a break from their day.

Now in their second decade they continue to provide a comfortable venue with a wide menu focused on quality ingredients and efficient service.

"We take pride in creating a great workplace, our core team have all been with us for a decade and is so important for the service to our customers" says owner Jacqueline.

Manor Royal has changed over the past decade, continues to grow as a business community and this supports Charlie's in developing the offer. Now opening later, introducing a Vegan menu and with a refreshed meetings and buffet offer there is a new focus on the business and corporate service.

Jacqueline continues; "It's important we continue to reflect changing tastes and attitudes. There have been

some challenging times, none more so than through the Coronavirus crisis, but the Manor Royal community and our customers have been superb, things continue to look positive for the future and we are looking forward to our third decade in Manor Royal, and we are really thankful for that".

Charlie's Deli is a favourite for breakfast, brunch and lunch on Manor Royal for hundreds of people every week, providing feedback on their experience....

Amazing food and great menu selection. Staff are really polite and professional. Love stopping off for a bite to eat and never disappoints"

Friendly service, great food. We have the pancake bacon and maple syrup... it was great... bacon layered between the pancakes... yum!

Charlie's Deli is open every day on Gatwick Road, Monday to Saturday 7am - 5pm and Sundays 8:30am to 3:30pm.

□ www.charlies-deli.co.uk

Pies the limit this Christmas



The Real Pie Company has baked up an array of mouth-watering festive food extravaganzas – encouraging people to give the ‘Gift of Pie’ this Christmas.

If you’re in a dilemma how to reward staff and clients after this difficult year, then why not think a bit differently.

Secret Santa may never be the same again, while sending a box of six award-winning pies to your customers will certainly live long in the memory compared to a bottle of wine!



Choose from one of the festive favourites of turkey, ham & cranberry or turkey, bacon, and stuffing – made just for Christmas – or one of the company’s 11 chicken or steak options including the gold-medal winning steak, stilton, and mushroom pie.

The company’s ‘crammed to the brim’ pies are filled to the brim with tender chunks of meat, topped with a light puff pastry lid and boast an array of options to rival any assortment box.

The Real Pie Company also offer a vegetarian chestnut, mushroom, leek and stilton option.

There is an array of pastry perfection to fill your customised pie box, which can be delivered direct to the door of the recipient and on a day of your choosing.

With the festive season fast approaching, the award-winning family run business is ramping up production on other seasonal sensations that have been added to its regular range of pies, pasties and savoury options.

For those seeking something sweet or savoury why not be tempted by the boozy mince pies, the sausage roll wreaths or the foot-long sausage rolls.

The Real Pie Company, which has been based on the Manor Royal Business District for over 20 years now, has a well-earned reputation. This year, the company walked away with a record 14 awards at the British Pie Awards – the Oscars of the industry.

Brett Hornby, Managing Director, said: “Our pie gift boxes have always been popular and we think giving the gift of pie at Christmas will really be something that people will remember and enjoy.”

The Festive Pie Box containing six award-winning pies of your choice costs just £16. For a full list of options as well as other gift ideas go to

□ www.therealpieco.co.uk or email direct, orders@realpie.co.uk



CO-ORDINATION EVENT HIRE LOOKING TO THE FUTURE



With the global pandemic and lockdown restrictions, one of the hardest hit sectors is hospitality. Co-ordination Event Hire is a family run catering equipment hire business based on Manor Royal. We spoke to Jaimie Daniels, Sales and Marketing Manager.

It is the toughest of times for the hospitality industry, how is the company bearing up?

"Yes it has been the most challenging 7 months for our family event hire company in 32 years. Our core business has been hit exceptionally

hard, indoor and outdoor events, weddings, all cancelled or postponed well into 2021. But we will continue to ride the waves until we are out the other side, hopefully stronger than before."

Many businesses are having to innovate and adapt, how are you doing this?

"We will keep adapting and finding new ways to work within the industry. For instance, we are creating a number of packages to make this year's Christmas extra special and also introducing Micro Wedding Hire Packages. If the guidelines relax nearer the time, we will adapt the packages accordingly."

"We know couples are embracing the idea of an intimate wedding but that doesn't mean they shouldn't have the wedding they have waited so long for. We can supply all their beautiful

tableware and furniture. We can also recommend the most outstanding caterers to cook and serve their wedding breakfast. With 'At Home Christmas Package' we can tailor items to exact requirements to help with festive celebrations, just contact us for details"

"Finally, we are going to be holding a competition for the best dressed Christmas table. You can find out more on our social media pages, on Facebook @CoordinationHire and Instagram @Cohire"

📄 www.co-ordination.net



BON APPETIT'S Hot Food Vending Service meeting the Challenges of COVID-19

The second wave of COVID together with the Government's latest advice to employees to once again 'Work From Home' has intensified the pressures on businesses who have been battling for months to provide a cost effective catering service to staff.

In response to these challenges Bon Appetit have created a new improved hot food vending package to help businesses and their caterers meet the challenges of COVID-19.

In the City of London, for example, the team are in discussions with several blue chip corporate clients

to provide their unique service to help with the problems posed by insufficient employees being back at work to justify reopening their canteens. These corporates have employee in the 500 to 2,000 range, but only have about 50 to 200 staff back at work, numbers which are not likely to change anytime soon. They need a low cost, high quality temporary solution to see them over this difficult challenge until such time as normal service can be resumed.

A similar situation exists with the larger businesses on Manor Royal and the surrounding business areas. Bon Appetit has recently installed the new service at CAE, Burgess Hill, who provide flight simulator training. The need was for the provision of a 24/7 hot food service, but particularly to cover out of hours and weekends.

A key feature of the new service is the extensive range of new Bon Culina meals, which use the revolutionary Torus Pak 'straight

to plate' technology - the meals include Fish & Chips, All Day Breakfast and Bangers & Mash. A free tasting of these Bon Culina meals can be arranged..

Bon Appetit can provide this new package either by way of a fully managed service or a remote/self managed service.

For full details contact Commercial Director

📄 matt.keech@hotfoodvending.com



THE REAL PIZZA COMPANY MOVES INTO MANOR ROYAL

Established in 2012, The Real Pizza Company started making artisan wood fired pizzas for small villages using a bespoke mobile pizza trailer. Over the years they have evolved their pizzas and techniques to supply an ever growing demand for good quality food in the local area, with multiple stores and outlets across the South East.

The Real Pizza Company is family owned and is a rapidly growing craft pizza group, so much so, they relocated their Head Office to Lloyds Court on the Manor Royal Business District in September this year and also opened a new takeaway and delivery service in the heart of Manor Royal, now open for lunch and dinner, delivering to

the Business District and beyond seven days a week.

As part of their launch, they are offering a special lunchtime deal. Any small pizza, any soft drink and any dip, just £7.50

Paul Betchley of The Real Pizza Company said;

"We are delighted to have moved into the Manor Royal Business District and we have had a wonderful welcome from the Manor Royal community. We offer real quality, real value, real pizza with dough made from Santa Napoli, imported from Italy, mixed and hand rolled in our shops. It is left to prove slowly for a minimum of 48 hours. The slow rise and blast cooking in the wood fired oven

locks in the flour's natural aroma and moisture, giving a soft chewy crust."

"We have had nothing but incredibly positive feedback since we opened in Manor Royal and compliments on our quality of food. It's great to call Manor Royal our home"

📄 www.therealpizzacompany.co.uk



IBIS GATWICK ON MANOR ROYAL

The modern, quirkily decorated hotel is just the ticket for a pre- or post-holiday rest with the warmest welcome, guaranteed. Fully equipped with free fibre Wi-Fi, 141 modern en suite bedrooms, and 24/7 bar and restaurant, we're on hand around the clock to make sure your every need is met. Plus with ample secure on-site parking (for a small fee), we can take care of your car while you're away. Up and at 'em early? We serve breakfast from 4am for early-bird travellers.

With Gatwick Airport and Manor Royal Business District on the doorstep, and central London only half an hour away, guests at ibis London Gatwick Airport benefit from easy access to international flights and inner-city fun.

At only 25 miles away, Brighton and Hove is also within easy reach.

Search online for  **IBIS GATWICK**



Tesla opens location in Manor Royal

The store and service centre at Gatwick is Tesla's 26th location in the UK and supports Tesla's digital customer experience in the South East. Test drives will be available from County Oak Way in Manor Royal as well as service, when required. The new site, which can be conveniently accessed from the M23 and Gatwick Airport, is approximately 17,000 sqft with room to service up to five cars at once.

Tesla is a tech company that applies 21st century thinking to car purchase and ownership. All car buying is done online, regardless of whether you are at home or choose to place an order in store. For those wanting to test drive, Tesla can use the connected nature of their cars to provide you with an independent experience. Organise a touchless test drive online at [tesla.com](https://www.tesla.com), where all the 'paperwork' is completed in advance over email. You will find a readily clean test drive car at Gatwick where a video tutorial will be displayed on the screen to enhance

your experience. Simply return to the same location when you have finished. All help can be given over the phone or socially distanced in store and, if you want to, an order can be placed online at your leisure.

Tesla also operates a touchless service experience. A touchless experience starts with the Tesla App, organise your service appointment choosing a time and date to suit you, uploading information on the issue as well as pictures if needed. With remote information, Tesla can pre-diagnose the issue and, where possible, fix your car with a software update. If that isn't possible, the mobile service tech will turn up for your timeslot on your driveway or work location and, with your permission, can unlock the car remotely. Once work is completed, the mobile technician will lock the car and get on their way. When a service centre appointment is needed, you can arrange a touchless drop off at our Gatwick service centre and a readily

cleaned loaner can be unlocked for your use. For any non-warranty work, you can approve your estimate and pay for your service the way you booked it, through your App, and then collect your car without having to step into the service centre.

Gatwick store opening hours:

Monday to Friday: 9am - 6pm

Saturday: 9am - 5pm

Sunday: 10am - 4pm

Gatwick service opening hours:

Monday to Friday: 8 am - 6pm

📄 www.tesla.com



Network Aviation Group Achieves Top 250 Rating in Britain's Leading Mid-Market Private Companies

Network Aviation Group is delighted to announce that they have been featured in the 16th annual Sunday Times PwC Top Track 250, as they continue to keep vital air cargo flying around the world.

Since March this year and throughout the pandemic, Network's global teams have been operating various charter as well as scheduled flights carrying Personal Protection Equipment and other lifesaving provisions around the globe. Utilising freighter and passenger converted aircraft in its managed fleet, hundreds of flights have been successfully completed, carrying millions of PPE items such as masks, gloves and gowns on each flight, with more still operating throughout the last quarter of 2020.

The entire Network Aviation Group has around 200 employees, with 48 global sales offices throughout the

UK, Europe, North America, Central America, India, the Middle East, Asia as well as across Africa, with their Head Quarters here in Manor Royal. Network offers a variety of sales and services to client airlines as well as managing a fleet of freighter aircraft on a network of scheduled routes and charter operations on a worldwide basis. Network Aviation Group are proud to represent many of the world's leading airlines.

Andy Leslie, Group Chairman commented: "I'm so pleased that our ever-evolving business has achieved 104th place in the Sunday Times PwC Top Track 250 for the first time. This achievement is a credit to all our staff, worldwide, who innovatively and effectively create solutions to ensure all cargo is safely delivered to

our clients with excellent service to aid them during these unforeseen circumstances.

Some of the local communities where we operate have been terribly affected by the Coronavirus pandemic, and I am very proud to be a part of a company whose efforts can benefit people around the world that have suffered due to COVID-19."

📄 <https://network-airline.com>



ITDS Roll into Manor Royal

IT Document Solutions have relocated from Purley to Manor Royal taking permanent residence in Crompton Fields, Crompton Way. Jermaine Weeden owner of ITDS Group Holdings Ltd returned to Crawley in 2007 after a few years living in London, however, when IT Document Solutions Ltd was set up Jermaine and his former business partner opened an office in Purley.

IT Document Solutions provide managed print services and electronic document management solutions to a wide variety of businesses and organisations across the UK and Europe. Selling mainly Xerox, Ricoh and Toshiba technology, they have a large client base within the Gatwick Diamond across Surrey and Sussex.

Owner and Chief Executive, Jermaine Weeden said: "When lockdown hit, our managing agent went into administration and we no longer had any legal right to stay in our offices in Purley. We reached out to the landlady, however, it soon became clear we would be unable to stay in our offices, which we had only moved into 15 months

prior. After discussions with friends in Crawley who had empty office space, we made the decision to relocate. Sandwiched between Innovation Fire and Security Ltd and Howell Haulage and Transport Ltd, it's great to be back amongst friends."

The majority of ITDS staff are based in Horley, Crawley and Horsham. Since returning to Manor Royal, ITDS have employed 5 new staff and continue to recruit during this challenging time. A glimmer of hope that businesses can take the initiative and seek out new business opportunities even during a global pandemic.

Jermaine continued: "We have looked at ways to diversify our products and services in line with changing market demands. We have recently set up ITDS Managed Services Ltd, which has proven we can be agile and creative in our approach. As a technology services



provider we have the expertise to deliver a multitude of business solutions and services through our strong supplier and alliance partner channel.

www.itdsmanaged.com

IT Document Solutions is an award-winning trusted provider of managed print and document solutions to businesses across the UK and Europe. The company provides a structured and transparent approach to the printing and management of documents to reduce costs, reduce waste and improve efficiency.

www.itdocumentsolutions.com

sHOp, sHOp, sHOp. The Christmas Shop is now open!

Heyland & Whittle, the local award winning handmade soap and home fragrance company, is now welcoming shoppers at its festive Christmas Shop. This family run company specialises in traditional cold-processed fine soaps -inspired by those fragrances found in Nature. Using only the best natural ingredients, essential oils, herbs and spices, these indulgently fragrant soaps are a pleasure to give and a joy to use.

The shop is filled with gift ideas for men and women- soaps, body washes and lotions, bathroom accessories, fragranced soy candles and room diffusers which can be bought individually or as beautifully packaged gift sets. The Heyland & Whittle Festive Collection will set the scene for your celebrations to come. These three scents of the season are a must for every home this Christmas. Festive Spice -oranges,

lemons, spices and cedar patchouli. Mulled Wine -citrus fruits, nutmeg, cinnamon, cloves and ginger. Frosted Wreath -berries, oranges and sweet pine. These festive fragrance sets come beautifully boxed and make lovely gifts.

A warm, friendly, safe welcome awaits shoppers at The Heyland & Whittle Christmas Shop at 1 Crompton Way, Manor Royal, Crawley RH10 9QR. Easy parking and big savings too - open Mondays to Fridays 10 am to 5pm.



INNOVATION FIRE & SECURITY, GIVING BACK TO THE LOCAL COMMUNITY

Innovation Fire & Security Ltd, based in Manor Royal Business District, are an installation, service and maintenance company in the fire and security sector.

The team cover four main disciplines in Intruder and Fire alarms, CCTV and Access control systems covering Sussex, Surrey, Kent, Berkshire, Hampshire, Dorset, Hertfordshire, Essex, and all areas of London.

Innovation Fire and Security pride themselves on giving back to the local community when and where they can. They are passionate sponsors of Crawley Town Football Club and are currently in a contract to sponsor the back of their shirts for the next 3 years. This deal is a contra, which helps the club reduce their service and maintenance costs.

They have recently upgraded the clubs CCTV system to bring it in line with the new safety standards set out by the English Football League. The club did not pay a penny towards this upgrade.

The IFS team has raised over £18,000 pound for Sussex based Chestnut Tree House children's hospice and more recently gave a hugely discounted rate for the new CCTV system at Crawley Open House.



Director, Peter Frake says; "We have a new scheme to help people of Crawley and the surrounding areas purchase an Intruder alarm system



or CCTV system for their home at a fraction of the costs the big nationals are marketing. Again, indirectly trying to give something back."

"The systems are based on a lease plan that does not tie the client up for 3 or more years and then have a buyout clause at the end of the term. The equipment will be leased and at the end of the term will be owned by the end user. Terms will be based on a 15 period, either interest free for 15 weeks or on 15 months, first years maintenance will be included within this package, after 15 months the client will be offered a normal maintenance package from Innovation Fire & Security Ltd, with this will go reduced hourly and equipment rates if required."

Find out more at

📄 www.innovationfs.co.uk

Vent-Axia Named a 'UK Business Hero'



Vent-Axia has been named as a 'UK Business Hero' by the British Chamber of Commerce as part of the Chamber's campaign to recognise the incredible work UK businesses are undertaking, in the most challenging of years. Nominated by Sussex Chamber of Commerce, the leading British ventilation manufacturer was awarded this prestigious accolade for its valuable work supplying ventilation to COVID-19 hospital wards and field hospitals in unprecedented timescales, throughout lockdown and beyond.

Playing its part in the national response against Coronavirus, Vent-Axia supplied fans to a number of COVID-19 hospital wards and field hospitals during lockdown to provide good levels of ventilation, essential in such environments due to the airborne transmission of the virus.

📄 www.vent-axia.com

➤ DIGITAL SIGNS

The Manor Royal BID provides digital advertising screens at key locations around the Business District to help businesses promote and to convey important messages to companies, visitors and employees.

Usually the preserve of big brands with big budgets, the Manor Royal Digital Screens make getting noticed affordable.

Approximately 2 million vehicles pass through the area each month - that's 24 million vehicle movements every year, plus thousands of bus passengers, cyclists and those on foot.

Find out about our SPECIAL MANOR ROYAL OFFER to advertise for just £44 a week at manorroyal.org/digitalsigns



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ADVERTISE YOUR BUSINESS IN MANOR ROYAL

manorroyal.org/advertising

➤ Coming up

DATES FOR YOUR DIARY...



Annual Review and Showcase, 19 November 2020, 10.00am

This virtual event will include from 1000am the AGM for BID Members (which any levy paying business can sign up to be). From 1030am anyone can join to hear highlights from the year just gone, plans for next year and to participate in online polling and Q&A session. www.manorroyal.org/events

Training

Phase 11 of the ever popular and heavily discounted Manor Royal BID Training programme, delivered in partnership with Crawley College, will soon be published and available for sign-ups.

Planned courses include: team leading, marketing, developing your personal brand, emergency first aid, emotional intelligence and excel.

www.manorroyal.org/training

Online Seminars

To complement our training offer, we are putting in place a series of seminars on topical and helpful subjects from noted expert speakers.

Topics to be confirmed but likely to feature; employment law, health & wellbeing and resilience. Let us know what interests you - or if you are a great speaker!!

www.manorroyal.org/events

Know Your Neighbour 12 May 2021

Bigger and better than ever! Subject to Government guidance we hope to bring Know Your Neighbour to the Hawth Theatre, Crawley for this popular event. Free stands, vehicle displays, networking, updates. Save the date. Contact the BID to declare early interest.



Discover more on the Manor Royal BID website www.manorroyal.org

Call for next issue:

If your business has a great story to appear in our next edition, maybe a member of staff who deserves recognition, or a team that has gone above and beyond, email

chris@manorroyal.org



Be part of it!

KEEP IN TOUCH

Got something to share or promote?

Email chris@manorroyal.org

Discover more about the Manor Royal Business Improvement District: www.manorroyal.org

 Manor Royal BID

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 Manor Royal BID

Unit 38, Basepoint Business Centre, Metcalf Way, Manor Royal Business District, Crawley RH11 7XX Tel: 01293 813 866

Sign up for regular eBulletins

If you want regular updates on all things Manor Royal, sign up to the free monthly Manor Royal BID eBulletin service. A simple sign up process from the homepage of our website will ensure you get to know what's going on each month - no hassle, no missing important stuff.